



Social Service 2021 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2021	Projected Year End	2020
Clients															
Clients Requesting Services	806	972											1,778	10,668	26,120
Clients Signed In (# of Client Eligibility Interviews)	398	527											925	5,550	11,698
Average Wait Time (In Working Days) ¹	0	N/A											0	0	5
Assistance²															
Financial Assistance	791	1,042											1,833	10,998	15,557
Transportation	10	3											13	78	108
Burial or Cremation	167	134											301	1,806	1,840
HHHA/AHC	441	449											890	5,340	6,317
Long Term Care	32	44											76	456	520
Step Up	266	270											536	3,216	3,186
Ryan White	1,235	1,886											3,121	18,726	18,211
Adult Day Care	5	4											9	54	171
Group Home	48	44											92	552	655
Call Center³															
Calls Received	6,617	5,437											12,054	72,324	67,641
Average Call Pick Up Time (In Minutes)	15	6											11	11	4
Homeless Housing Assessments															
Completed Client Housing Assessments ⁴	0	0											0	0	321
Case Coordination and Management															
Total Open Cases	297	325											622	3,732	5,337
Total Case Closures	168	148											316	1,896	2,967
Economic Stability	10	25											35	210	330
Family Reunification	2	0											2	12	27
Completed Short-Term Supportive Services	7	12											19	114	220
Exited Services-Client Choice	68	47											115	690	1,370
Institutionalization	0	0											0	0	8
Incarceration	2	0											2	12	8
Not Eligible	76	64											140	840	998
Ombudsman / Complaints	5	4											9	54	119

Notes & Highlights

- 1- This measure is the number of days for an appointment. Due to the COVID-19 pandemic, staffing levels were staggered and offices were closed to maintain social distancing and to comply with the directives from the Governor's Office.
- 2- 'Assistance' is defined as the number of monthly and/or ongoing services for Financial Assistance, Step Up, Ryan White, Transportation, HHHA/AHC, Long-Term Care, Adult Day Care, Group home, and Burials/Cremations. Starting in 2017, ongoing cases are included.
- 3- 'Call Center' is defined as the number of calls received.
- 4- Social Service provides housing assessments to determine eligibility for Social Service programs or for community agency programs. Social Service Offices are coordinated "Intake for Adults without Children." The completion of the assessment assists Social Service staff decide which housing program is appropriate.